

Executive IT Director, Department of Children's Services, Office of Information Technology

SUMMARY: The Executive IT Director, Department of Children's Services, (DCS), Office of Information Technology serves as the Deputy Chief Information Officer by providing assistance to the Agency CIO in managing business operations ensuring service quality and effectiveness in delivery to both internal and external customers. Executive IT Director may act on behalf of the Agency CIO as needed.

Additional duties: responsible for

PRINCIPAL DUTIES AND RESPONSIBILITIES:

- Point of contact for OIT Business Stakeholders for fostering communication and cooperation with OIT and to eliminate barriers to success.
- Ensures that priorities regarding OIT service requests, initiatives and projects concerning the Child Welfare system, TFACTS accomplish the Mission and Vision of DCS.
- Supervises the TFACTS Customer Care Team—consisting of sixteen regional employees
- Monitors and interfaces with Solutions Development Director and Information Management Director concerning projects approved and prioritized by DCS Management Advisory Council (MAC).
- Receives requests for system enhancement and works with Product owners to assist them with project needs and reporting requirements
- Works with Product Owners in order to determine project planning, and requirements and training
- Ensure projects are completed in a timely manner by anticipates potential project roadblocks and identifies alternatives.
- Communicates project progress to DCS OIT Executive team and DCS Executive Management, including the Management Advisory Council. Monitors changes in Federal regulations as relevant to DCS TFACTS and recommends DCS course of actions for system compliance.
- Provides team leadership over various human resources requirements such as:
 - Hiring team members and setting annual performance targets and conducting performance reviews.
 - Providing on-going motivation, coaching, guidance, feedback, and mentoring support to the Customer Care team.

EDUCATION / EXPERIENCE:

A bachelor's degree from an accredited college or university in Computer

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Science or related field and fifteen years experience in Child Welfare Systems management and development. A minimum of Fifteen years experience in State and Federal reporting requirements for Child Welfare Agencies

SKILLS:

This position requires:

- Dedication and commitment to customer focused delivery of system solutions with a proven track record of success in understanding of child welfare practices and system requirements.
- Substantial team leadership experience with juggling multiple goals, changing priorities and deadlines;
- Ability to build a strong network and relationships at all levels of the organization and with external DCS partners;
- Ability to identify current or future problems or opportunities, then analyze, synthesize, and compare information to understand issues and cause/effect relationships.

All interested candidates should submit a cover letter and resume to:

DCS.OIT_Talent_Management@tn.gov

<http://agency.governmentjobs.com/tennessee>

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